

The Practice Charter

What the Practice will do for you

- Treat you with courtesy and respect at all times
- Give the most Appropriate Care by suitably qualified staff and when deemed advisable, refer you to an appropriate consultant for further opinion, if you and your GP agree it is needed
- Discuss with you the care and treatment we provide
- Give you an emergency appointment any morning for an acute problem
- If attendance at surgery is impossible, through illness or infirmity we will attend for a home visit.
- Give access to your medical records subject to the limitations of the law
- Give you full and prompt reply to any complaints you make about our services.

How you can help

- We ask you to treat all doctors and staff , fellow patients, carers and visitors with courtesy and respect at all times
- We would also ask that you try to follow the medical advice offered and take any medication as advised,
- Do not request home visit unless you are medically unable to attend the surgery.
- Assist the receptionist to Help you. Do not make **Non-urgent matters seem like an emergency.**
- Keep surgery appointments promptly. If you cannot attend please advise cancellation as early as possible so that we can offer appointment to other patient.
- Let us know when you change your personal details.
- We would ask you to be patient if the Doctor or Nurse is running late. This is often due to unforeseeable emergencies or some of the consultation in that particular consultation may have taken longer than expected.

DR MALIK PRACTICE KENT ELMS HEALTH CENTRE

1 Rayleigh Road, Eastwood

Leigh-on-Sea

Essex SS9 5UU

Tel No: 01702 529333

Reception Opening Hours

Monday & Thursday 08:00 to 19:30

Tuesday, Wednesday Friday 08:00 to 18:30

Saturday and Sunday--- Closed

Public and Bank Holidays—Closed

Doctor's Clinic Hours

(by appointment only)

Mon & Thurs

08:40 --11:00 15:30 --5:50 18:30---19:30

Tues Wed Fri

08:40 --11:00 15:30 --5:50

Extended Hours: 18:30 to 19:30 Mon & Thurs Only

Out Of Hours Service: please telephone 111

Emergencies

For life threatening emergencies such as

- severe bleeding;
- Severe chest pain
- collapse or unconsciousness;

Telephone 999 for an ambulance **IMMEDIATELY**

Welcome to Dr. Malik Practice

This leaflet contains information about the facilities and service at the Practice and we hope you will find it useful. Please keep it in a safe place where it can be found easily as this leaflet contains useful information on how to use our services.

The Practice is one of the oldest in Leigh on Sea. Established in the early 1940's originally at King's Road and Bellhouse Lane. The Practice moved to Kent Elms in 1975. Kent Elms Health centre was purchased from Health Authority in 1991 by the doctors. First floor was occupied by Health Authority running community services till March 2013. Ground floor is occupied by three Separate GP Practice, and Dr.Malik is one of the GP running his own surgery.

Kent Elms is a purpose-built modern building with its own car park . There is disabled scooter and pram access. Pram and scooters can be parked in the outer foyer of the main entrance. There are toilet facilities for both able-bodied and disabled patients in our surgery.

Practice Team

DOCTOR

Dr.S.A.Malik -Male

Qualifications: MBBS; MD

We also have Locum Doctors working at this practice. All doctors are registered for child surveillance

Primary Health Care Team

Practice Nurse's Maggie

Practice Manager: Shaheen

Reception/Admin Staff: Carole, Sally, Lesley, Trish, Pat, Tanis

Our Partner(Community Care Staff)Full support from the South East Essex(SEPT) Community Health Services including midwife services, health visiting, districting, podiatry, community mental health care team. Rapid response team, and therapy services.

Services Available At The Practice

Personal Medical Services --- Dr. Malik

Maternity Care: Ante –natal & Post natal Care--- Dr.Malik & Midwife

Child Health Surveillance: --- Dr. Malik & Health visitor

Pre-conceptual Advice a & Family Planning --- Dr. Malik & Practice nurse

Chlamydia(under 25's) self – check kits --- Practice Nurse

Minor injuries ---- Dr. Malik & Practice Nurse

HRT ---- Dr. Malik & Practice Nurse

Wound Care & Dressings ---- Practice Nurse

New Patient Health Check ---- Practice Nurse

Learning Disability Annual Check ---- Practice Nurse

NHS Health Check ---- Dr.Malik & Practice Nurse

Cervical Smear --- Practice Nurse

Smoking Cessation Advice-- Practice Nurse

Intramuscular Injections – Dr.Malik/Practice nurse

Wart Treatment - Dr. Malik & Practice Nurse

Ear Syringing- Practice Nurse(After consultation with the doctor)

Travel Advice and Vaccinations - Practice Nurse

Childhood Immunisations - Practice Nurse

Flu, Shingles & Pneumococcal Vaccinations – Practice Nurse

Long Term Conditions/Chronic Disease Management (Asthma/Copd, Diabetes, Cancer, Hypertension, Cardiovascular, chronic Kidney disease, Stroke/TIA, Obesity, Coronary Heart Disease, Mental Health illness, Hypothyroidism etc- Dr.Malik , practice Nurse, District Nurse.

Hospital Run Phlebotomy service: you can have your blood test here Mon-Fri(12:30-2pm) by making an appointment via phoning 01702 42255.Please bring your blood form which doctor or nurse has given you on the appointment day of your blood test.

Practice Nurses

Our practice Nurses are available by appointment for various treatments, contraceptive advice, smoking cessation clinics, health promotion advice, and screening, including cervical smears, immunisations and vaccinations. When booking an appointment with a practice Nurse, our reception staff will need to ask you the reason for an appointment in order to determine how much to allocate.

Practice Manager

Our Practice manager is responsible for the administration of the practice. She is available to help with any non-medical problems or suggestions you may have.

Reception Staff

Our Reception Staff are here to help you, when telephoning for medical attention our Reception staff may ask for a few details. The doctors have asked them to make these enquiries so that they can help you in the most appropriate way. Our Reception Staff have taken special training and always respect patient confidentiality.

Community Staff

Midwife

The Midwifery Team is based at the Blenheim Children centre, School way, Blenheim Chase, Leigh OnSea, Essex SS9 4HX **Tel: 01702 474684**

Midwives care for and support pregnant women, their partners and new babies before, during, and after the birth. They monitor the health of the mother, counsel her on health issues and explain the options for delivery of the baby. Their job also involves reassuring parents, running antenatal and parenting classes, taking care of the mother and baby during labour and birth and giving advice on breast feeding.

Patient Records & Confidentiality

The sensitivity of a patient information is well-understood with in the NHS. As a patient of this practice your medical records are confidential and are accessible only to the members of the Primary care team involved in your care. All our staff are trained to

respect their duty of confidentiality to you and have this written into their Contracts of Employment and any proven breach of this will be treated extremely seriously. We keep paper and electronic records securely to prevent unauthorized access or misuse. All our patient records are kept on computer and we can assure patients of complete confidentiality. We are registered in the Data Protection Register, and your rights are protected by the Data Protection Act 1998. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team. The patient's rights in relation to disclosure of such information are covered by the Practice's registration under the Data Protection Act and we follow the guidance issued by the GMC in 'Confidentiality: Protecting and Providing Information' which explains circumstances in which information may be disclosed. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. You have a right to know what information we hold about you. If you would like to see your records, please put in a written request to Doctor Malik

Access To Patient Records The Practice charges the following fees where a patient requests to access their own medical record:

Viewing Records Only – Free if the records have been updated within the last 40 days. Otherwise, a maximum of £10.

Obtaining Copies of Health Records

If held on a computer – maximum £10;

If held in another media (e.g. paper records) – maximum £50;

If held on a combination of computer and other media – maximum £50.

Access to view GP Medical records on Line

Patients will be able to view on line, export or print any summary information from their records relating to medication, allergies and adverse reactions

District Nurses

The District Nursing Team for the practice is based at Leigh Primary Care Centre, 198 London Road, Leigh On Sea Essex SS9 3NG

District Nurses assess, plan and manage the care of the sick and disable patients of all ages in patient's own home, general practices and residential nursing homes and also provide support for their carers.

Individual care is planned, and advice on further help or services is giving including health education, Any one at home can self – refer to this service. They have a close liaison with the Hospital, GPs, the local hospice and other specialized services.

They administer drugs, give injections, dress wounds take blood samples and give personal care.

The district Nurses are in regular contact with the practice and messages may be left with the District Nurse Liaison office on **01702 608250**

Health Visitors

The Health Visiting Team operates out of Leigh Primary Care Centre, 918 London Road, Leigh On Sea Essex SS9 3NG **Tel: 01702 482859**

Health Visitors are Qualified Nurses and have additional training in child health and development, will monitor your child's growth and development, answer any health queries, and help mother to cope with children under five, advising on things like hygiene, safety, feeding and sleep, They also co-ordinate child immunization programmes and organize special clinics or drop in centers.

Health visitors can also provide you with help and information regarding such issues as emotional problems, relationship difficulties, family planning and health problems and advices on healthy eating, keeping warm and getting right exercise.

Making an appointment

All our regular weekday surgeries are by appointment only. We have pre-book and book on day facilities. Appointments can be made either by telephone or in person at reception or on line . The staff will try to give you a convenient appointment with the doctor or nurse. Each appointment is for one person only. Please make a separate appointment for each member of your family if required. You can pre-book a routine appointment in person or via telephone up to twelve weeks in advance.

Urgent Appointments---

If you feel your condition is medically urgent and you feel needs attention on the same day, please explain this to our Reception staff who will be happy to book your appointment to be seen on the same day.

Telephone Appointment ---If your problem can be dealt with over the telephone, please request the Receptionist staff for telephone consultation. Please note there are only few telephone appointment available at a time.

Cancelling Appointments

Please be punctual and if you are unable to attend for your appointment, please let us know as soon as possible so that we can allocate it to someone else.

Appointment should only be for a medical problems and not for getting any repeat prescription or asking doctor to fill out any forms during surgery times.

Access to the Practice

When the surgery is closed

For Urgent medical matters that cannot wait until the next Surgery, Please dial **111** for the NHS Out-Of-Hours service

Alternatively, you can access the local NHS Walk in Service by attending at

St. Luke's Health Centre, Pantile Avenue, Southend – On- sea, Essex SS2 4BD, Tel: 01702 611505 No appointment is necessary, open seven days a week from 8am- 8pm.

Emergencies : For life-threatening emergencies such as

- Severe Bleeding;
- Collapse or unconsciousness;
- Severe chest pains -----**Telephone 999 for an ambulance Immediate**

Access to services by people with Disabilities: There is facility for disable car parking in the main car park. There is Wheel chair / Pram access to the building (in doctors room, waiting area, treatment room.) If you have difficulty to open the entrance/ exist doors please speak to the staff at the time of making appointment who will do their utmost to assist you. We have also toilet facility for the disabled patients .

Prams, Disabled Scooters and Bicycles; Prams, disabled scooters and bicycles may be left in the outer foyer of the main entrance to the Practice at patient's own risk.

Home visits---Home visits are mainly for terminally ill and housebound patients. Home visit should only be requested if you are unable to come to the surgery because of serious illness and infirmity. Please remember the doctor can see four patients in the time it takes to make one home visit. Where ever possible we prefer to see you at the surgery, as surgery is equipped for efficient examination and this makes more efficient use of doctor's time. Should you still need a home visit please ring before 10.30 am and give the receptionist some indication of the problem and its urgency. Please confirm your address and phone number at the same time. The doctor is likely to ring you to assess the situation. The doctor may arrange for the patient to be brought to the surgery so that its full facilities are available for tests and treatment. **Please note that lack of transport cannot be accepted as a reason for a home visit, nor does the practice provide transport services. Also, if you have a dog that is not familiar with visitors, please ensure that it is securely locked away when the doctor attends the home visit.**

Dogs: All dogs, with the exception of assistance dogs, should be left outside the building.

Smoking and food:

The building is non-smoking building and we request that this be honoured. We would also request that patients do not eat or drink whilst waiting for their appointments. A cup of water may be obtained from reception on request.

Chaperons

Our Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of every-one is of paramount importance. All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend . On occasions you may prefer a formal chaperone to be present. Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy. If you wish to have a member of the Practice staff present during your consultation please mention this to our Reception Staff when booking your appointment, or to the doctor at your consultation, and it will be arranged.

Comments/suggestions/Complaints

We operate a practice complaints procedure as part of NHS system for dealings with complaints our system meets national criteria. . Our aim is to give you the highest possible standard of care, and to act quickly if problems arise. We welcome ideas/suggestions to improve the smooth running of the practice. If you have any **comments** or **suggestions** please use Suggestion Box near Front Reception area For **complaints** ,please ask for complaints leaflet from the Reception staff which is self- explanatory

Information for Carers Caring for another person can sometimes prove

to be difficult and may make you feel isolated and in need of help. You may wish to discuss in confidence your concerns and seek professional advice. If you a Carer and you wish to discuss your concerns please ring the following number (which ever applicable)**Adult Carers should contact the Adult Social Care Service on 01702 – 215008 for a Carers Assessment.**

Young Carers should contact Children's Services (including Education and Children's Social Services) on 01702-215007 for advice and support.

Useful Telephone Number for Carers :

Southend Carers Forum Group 01702 393933

The Practice has a Carer's Register for people who care for a relative/friend. Please inform the Practice if you are a carer or being cared for so that this information can be recorded in your records. Please also inform the practice should your circumstances have changed. If you are giving regular and substantial help to a person that you care for, you may be entitled to a Social Services Carers assessment. The assessment gives you advice and information. You and the person that you care for may be entitled to practical help and support.

Interpreters If you have language difficulties it is acceptable for you to bring along your own interpreter to your consultation. But if required, an interpreter can be organized by the Practice to accompany the patient during a consultation with the doctor. Please remember to inform the Reception Staff the language in which interpretation is required. Our Reception Staff will require at least 48 hours' notice to arrange a face to face interpretation and less for a conference call.

Mobile Phones Please avoid using mobile phones within the Surgery building, but if it is necessary, please ensure you turn them off before your consultation with the Doctor or the Nurse. Please note that consent to contact via mobile phone (phone call or SMS) will be assumed when a mobile phone number is provided to the Practice unless advised by you.

Discrimination Policy We are committed to a policy of equality in the provision of our services and our aim is to ensure that no patient, or any other person wishing to access and make use of our services, receives less favourable treatment on the grounds of race(includes colour , age, nationality, ethnic and national origins), sex, sexual orientation, marital status, disability, or of other conditions not justified in laws

Prescriptions We are not a dispensing Practice and require 48 hours' notice to write-up any prescription

Repeat Prescriptions New patients on repeat medication must have an initial appointment with Doctor Malik for their medication to be authorised and thereafter will be reviewed in accordance with the doctor's instructions. Repeat prescription requests should be made using the right-hand side of your prescription by ticking the items you need. The request can then be posted to us or left in the 'Repeat Prescriptions Request Box' on the reception desk. Alternatively, those who have registered for **online access** may request repeat medication online using the Surgery's e-mail system after registering for this service. If you prefer, we can post the prescription back to you (you will need to provide a stamped, addressed envelope) or we can hand your prescription direct to one of the Chemists that collect prescriptions from us . Please let our Reception Staff know if your medication has been changed following a hospital visit. **Please note that in order to ensure patient safety; we do not accept any requests for medication over the telephone or fax .** If you take medication on repeat prescriptions, please make an initial appointment with Doctor Malik to discuss your on-going care, have your medication(s) authorised and thereafter will be reviewed in accordance with the doctor's instructions. Please allow at least 48 hours' notice (excluding Public or Bank Holidays) to order your prescription before your current medication runs out.

Prevention of ill health We encourage all patients between the ages of 15 and over to attend a consultation with a nurse in the practice every year. This gives an opportunity to carry out some tests, such as blood pressure reading, and check ups which can prevent future health problems. If you are fully housebound and unable to come to the surgery, please let us know.

How to join the Practice

Please fill in the New Patient Registration Application Form (available from reception) and return to us as soon as possible. Please ring the surgery after few days to book your appointment with our Practice Nurse for your new patient health check. You will also be provided with details of the registration process. To register, complete the appropriate section of your medical card or, if you have no card, complete a registration form obtained from our Reception Staff. In the case of a new baby, bring their NHS Number (obtainable from Child Health or the Maternity Ward) or the child's red book. Please fill in our new patient health questionnaire available from our Reception Staff. Your medical record often takes a considerable time to arrive from your previous doctor and this gives us the opportunity of recording some basic information about you and offering you any immediate care you may need. You will also need to bring a urine sample (not applicable for patient under 5 years old) to this health check appointment. Please obtain a specimen bottle from our Reception Staff. All newly registered patients must attend the health check appointment with the Practice Nurse to complete registration. Please note that consent to contact via mobile phone (phone call or SMS) will be assumed if no other option is marked on the registration form or when the mobile phone number is provided to the Practice.

Non-Nhs- Services Certain services provided by your doctor, eg. Private certificates, employment medicals, insurance claims, holiday cancellation, fitness certificates, passport signing, private housing letters or any such letter,(Fitness letters) are not covered by NHS, and the receptionist will advise you when a fee is payable. We ask the patients to complete all the appropriate details before handing the form in to reception, and allow seven working days before collection. The fee-scale and details are available on a poster in the waiting room and at Reception.

The fee-scale and details are available on a poster near the Reception area and at Reception Window,

Patient Participation Group (PPG)

We are very fortunate to have a Patient Forum Group which has been up & running now since March 2009. We have regular meetings in the practice and their input has been a tremendous help to the practice.

Dr. Malik Practice is committed to improve the services we provide to our patients. To do this, it is vital that we hear from people like you about your experiences, views, and ideas for making services and communication better.

How to join the Patient Participation Group We would like to find out the opinions of as many patients across a range of age groups as possible and are asking if people would like to provide their email addresses so we can contact them by email every now and again to ask a question or two. If you would like to become a member of the Practice Patients Group, please use any of the following methods:

Email us at: malik.surgery@nhs.net (Please ensure you provide your personal details AND preferred email address) OR

Visit the practice Website at www.maliksurgerykentelms.co.uk and follow the links OR Visit the Practice and request a PPG Application Form – please return it to the Practice when you have completed it. The information you supply will be used to contact you by email for your opinion on a range of topics.

This facility is intended for this purpose only and not for personal medical issues or complaints for which there are procedures already in place.

NHS 111 Operates a 24 hour nurse advice and health information service, providing information on:

-What to do if you or your family are feeling ill

Particular health conditions

- Local healthcare services, such as doctors, dentists or late night opening chemists

-Self help and support organisations

-NHS 111 works in hand with other healthcare services provided by the NHS, helping you to make the right choice to meet your needs.

-Calls to NHS 111 are free and for patient's safety all calls are recorded.

Zero ToleranceWe will treat our Patients with respect, courtesy and expect the same for all our staff . Physical violence and verbal abuse is a growing concern. GPs, Practice Nurses and other Practice staff have the right to care for others without fear of being attacked or abused. We strongly support the NHS policy on zero tolerance. The Practice is committed to protect both staff and other patients, we respectfully point out that inappropriate behaviour such as drunkenness; swearing; threatening and abusive behaviour; verbal or physical abuse of any kind; racial abuse and inappropriate demands will not be tolerated. Anyone either phoning or attending the Practice, who abuses any staff member or patient, will risk removal from the Practice list and in extreme cases we may summon the Police to remove offenders from the Practice premises.

Results of Tests & Routine enquiries :Please telephone 01702 529333 between 12:00 to 15:00pm to obtain details of your test results (e.g. blood, urine, x-ray), or visit the Practice. To ensure confidentiality and security, test results will only be given to the patient direct and not to relatives or friends, unless alternative arrangements have been agreed in writing. We will, of course, make every effort to contact you should your returned result need urgent action. However, it is your responsibility in all cases to find out the result of your test. Doctor Malik and locum doctors checks the results before our Reception Staff are able to give any information to you. Our Reception Staff will only be able to state that the result is normal or that you will have to see the doctor. Please do not expect our Reception Staff to relay any other information regarding the test results. If the doctor needs to speak to you personally, our Reception Staff will suggest the best possible time to ring, so as to avoid interruptions during the surgeries.

Temporary/ Short –Term Resident We provide a Temporary Patient service for anyone staying within our practice area (e.g. staying with relatives). Temporary registration is for immediate and necessary treatment only and not routine screening. Anyone who is not registered with a local doctor Surgery but needs to see a doctor urgently can also attend St Luke's Walk-in Health Centre, Pantile Avenue, Southend-on-Sea; for medical assistance.

Change of Personal Details

Please complete a Change of Details form (available from Reception Staff) if you change your name, address, marital status or telephone number (including mobile) or key code, so we can keep our records accurate. It is extremely important to keep your details up-to-date in case of emergency.

If you move out of the Practice area it will be necessary for you to register with a doctor at another Practice which covers that area.

The Clinical Commissioning Group can help you if you are having difficulty in locating a new doctor.

Hospital Referrals Wherever possible, routine hospital referral letters will be done within 3 days or on the same day, if very urgent. Decisions regarding your treatment, including the options open to you, will be explained and discussed with you before any referral is made. service giving patients a choice of place, date and time for their first outpatient appointment in a hospital or clinic.

Patient Access: Online Appointment Booking And Repeat Medication

Request You are able to book doctor appointments and request repeat medication online using the Surgery System One Access online system. Before you are able to use this service you must first have access to your personal registration information by registering with the Surgery for this service.

Important Information Patients aged 16 and over must apply for this registration form in person. Applications cannot be made for anyone other than yourself unless the patient is under 16 years of age and you are the patient's parent or legal guardian. In this case an application form will be issued but you will need to remember to log in using the child's System One Access details if you are making an appointment or requesting a prescription on their behalf.

In the case of urgent appointments please ring the Surgery. Any appointment with a doctor, booked at the Surgery via the internet service, phone or in person can be cancelled using the online appointment facility.

Electronic prescription requests will still take 48 hours to process. If you require urgent medication or medication that is not on your repeat list, you will need to bring a written request into reception as before. Repeat prescriptions will need to be collected from us in the usual way or you may arrange for a nominated chemist/pharmacy to collect on your behalf.

How To Obtain Your Registration On Information Patients can register to use System One Access by registering in person at the Surgery, obtain a registration letter, and then register on the Patient Access website, using the information in the registration letter. To obtain your registration information, please speak to one of our Reception Staff for an application form and practice guidance letter or print them from our website www.maliksurgerykentelms.co.uk Bring this completed application form along with photo identification (i.e. photo driving license or passport) to reception, which will be saved on your clinical record. Please allow 5 working days to process your application before collecting your unique login details in person (a signature will be required) and then follow the simple instructions below.

2. First Time Use Of System One ONLINE

Visit www.maliksurgerykentelms.co.uk and click on the System One Access link and follow the log-on instructions.

You will be asked to create an account. You will be prompted for your personal login details, which will be on your registration letter, previously obtained from the Surgery. You can then register and use our online services.

Summary Care Records (SCR)

If you do not want the NHS to make up a SCR for you, you need to complete an opt-out form and return it to the surgery. Opt –Out forms are available from the surgery, at www.nhs.uk/summary-care-records or you can have one sent by phoning the summary Care Record Information Line on 0300 123 3020

Sickness Certificates

Under current legislation a Patient can “self certificate” for the first 7 working days of any illness. The self certificate (Form SC2) is available from the DSS office or your employer. We do not normally issue doctors certificates for the first week. After the first week, if you require a free Statement of Fitness for Work (Fit Note) Please let Reception staff know who will take down the details and advise you accordingly. The Doctor may leave a certificate for you to collect or will ask you to see him/ her.

If you require one for insurance or other purposes, please ask your doctor (a fee will be payable in this instance – details are available on a poster in the waiting room, and at reception).

A receipt will be issued if requested.

Prescription collection Service

If you take medication on repeat prescriptions, you may wish to take advantage of a free service offered by the following local pharmacies:

Boots ;Tesco; Morrison’s ; Woods ; Bridgewater; Belfairs & Cheyms

They offer to collect prescriptions from the Surgery and have the medication readily available for collection at an agreed time at their premises. In special circumstances, they may also be prepared to deliver (e.g. to the elderly, disabled or housebound). If you wish to take advantage of this service, you can find out which pharmacies participate by phoning your usual pharmacy. You will need to organise the free prescription collection and /or delivery service yourself with the pharmacy of your choice. OR

Electronic prescription. You may like to sign for electronic prescription at the chemist which means you can collect Px directly from them. You have to let them know when you require next px. Please make sure you have your regular checks at the Surgery in order to have your prescription readily available at the chemist

Social Services – Some Useful Information

Social Services is a department of Southend Borough Council which provides information about, and access to, a wide range of social care services for people in need. Such services include care at home services, day care, respite care and long-term residential and nursing home care.

Services are provided directly by the County Council or by arrangement with the private or voluntary sector.

The staff you are likely to be in touch with will include social workers, occupational therapists, home care assistants and day service workers. Access to services is subject to assessment by Social Services staff who will take into account your views as well as information from any health professionals or others involved in your care and will often include financial assessment as some services are charged for.

If you meet the criteria which establish your eligibility for a service, a care plan will be agreed with you.

What Sort Of Help Can Social Services Provide?

Social Services for Adults aim to:

- ☐ Maintain an individual's ability to live independently in the community;
- ☐ Provide relief for family carers;
- ☐ Enable provision of residential and nursing home care when independent living is not possible.

The Main Types of Services are:

- ☐ Information and advice;
- ☐ Domiciliary services;
- ☐ Home care (for help with personal care such as washing and dressing). Help with housework and shopping is given where there are personal care needs, or to relieve a family carer;
- ☐ Community meals;
- ☐ Equipment or adaptations to property to enable independent living with advice from occupational therapists;
- ☐ Day services;
- ☐ Residential or nursing home care;
- ☐ Carers support.

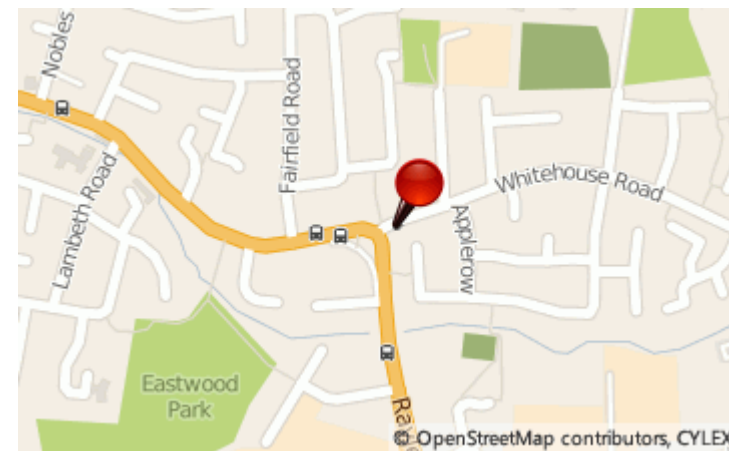
How Do You Get Help?

Social Services are available to offer help and assistance to carers and can be contacted on 01702 215008. If you are caring for an adult ask for Adult Services. If you are caring for a child with a disability, ask for Children and Families Services

Location/ Geographical Boundaries of the Practice

Kent Elms Health Centre is located next to Kent Elms Library, Opposite to Essex Ford Car Show Room. There is Boots Pharmacy located conveniently next to the surgery. If you have any questions related to our location, please call us at **01702 529333**, and we will be glad to assist you.

Below is a map showing the location of our surgery and the area we cover for registrations.



Our Practice covers Leigh on sea, Eastwood, Areas of Westcliff On Sea, & Areas of Southend on sea.

